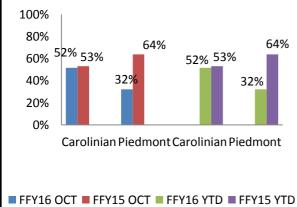
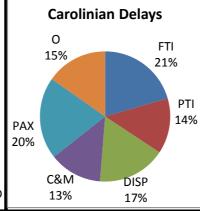
## PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT NCDOT RAIL DIVISION for the Month of OCTOBER 2015

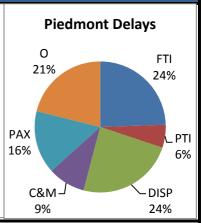
Ridership							
	FFY16 OCT	FFY15 OCT	Δ	FFY16 YTD	FFY15 YTD	Δ	
Carolinian	27,414	28,240	-3%	27,414	28,240	-3%	
Piedmont	14,246	17,083	-17%	14,246	17,083	-17%	
Total	41,660	45,323	-8%	41,660	45,323	-8%	
Number of Trains		Average Number of Passengers per Train					
FFY16 OCT	FFY15 OCT	Ser	vice	FFY16 OCT	FFY15 OCT	Δ	
60	62	Carolinian		457	455	0%	
118	122	Piedmont		121	142	-15%	
Revenue							
	FFY16 OCT	FFY15 OCT	Δ	FFY16 YTD	FFY15 YTD	Δ	
Carolinian	\$1,521,290	\$1,548,987	-2%	\$1,521,290	\$1,548,987	-2%	
Piedmont	\$301,258	\$356,403	-15%	\$301,258	\$356,403	-15%	
Total	\$1,822,548	\$1,905,390	-4%	\$1,822,548	\$1,905,390	-4%	
Amenities	Mo. Surcharge	\$17,545	Mo. Expense	\$1,368	Mo. Surplus	\$16,176	

October 2015 service modifications and annulments impacted six Piedmont trains and two Carolinian trains. On October 3, all Piedmont and Carolinian trains were annulled due to severe rains and flooding. In addition, on October 12, Piedmont Trains 74 and 75 were annulled for PIP project track work. In October 2014, two Piedmont trains were annulled. Additional disruptions for PIP project work are expected through December 2015. Average gasoline prices were \$2.26/gallon in October 2015 vs. \$3.40/gallon in October 2014 (EIA Weekly Retail Gasoline for Lower Atlantic region), and are expected to continue to fall. The State Fair drew 3,947 ons/offs, a nearly 24% increase from 2014, and the Lexington BBQ Fest drew 709 ons/offs, a 10% increase from the previous year; both are record ridership.

## **On-time Performance**







\*Carolinian and Piedmont delays were 7,244 and 4,325 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Statisfaction						
	FFY15 SEPTEMBER	FFY14 YEAR-END	Δ			
Carolinian	78%	75%	3%			
Piedmont	83%	88%	-5%			

<sup>\*</sup>The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont; and for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont. Overall September eCSI for all Amtrak services was 82%.

North Carolina City Pairs with Largest Ridership					
	Carolinian	Piedmont			
1	Greensboro - Raleigh	Charlotte - Raleigh			
2	Charlotte - Raleigh Charlotte - Greensboro				
3	Raleigh - Washington Charlotte - Cary				
4	Charlotte - Durham	Charlotte - Durham			
5	Durham - Washington	Greensboro - Raleigh			
6	Greensboro - Washington	Durham - Greensboro			
7	New York - Raleigh	Cary - Greensboro			
8	Charlotte - Washington	Charlotte - HighPoint			
9	Washington - Wilson HighPoint - Raleigh				
10	Philadelphia - Raleigh Burlington - Charlotte				

<sup>\*</sup>Of the ten city pairs with the highest ridership, from the previous FFY month Greensboro-Raleigh had the largest increase of 121% and Greensboro - Washington the largest decrease of 21% for the Carolinian; Durham-Greensboro had the smallest decrease of 1% and Charlotte - Cary the largest decrease of 24% for the Piedmont.

## Carolinian and Piedmont Total Ons-Offs at North Carolina Stations FFY16 OCT FFY15 OCT Δ Charlotte 13,503 15,784 -14% Raleigh 11,199 13,326 19% Greensboro 9,894 11,340 -13% **Durham** 6,534 7,641 -14% 4,584 5,603 Cary -18% **High Point** 3,228 3,594 -10% **Burlington** 2,483 2,700 -8% Wilson 2,343 2,427 -3% Salisbury 2,020 2,632 -23% **Kannapolis** 1,782 2,032 -12% **Rocky Mount** 1,551 1,418 9% Selma-Smithfield 670 639 5%

<sup>\*</sup>The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association				
	FFY16 OCT	FFY15 YTD		
Train Host Volunteer Hours	1,201	1,201		



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